

Amendments to the Specification

Please add the following new paragraph at page 4, between line 5 and line 7:

"FIG. 4 illustrates the operation of an embodiment of Process Executor 203 of FIG. 2."

Please replace the two paragraphs at page 13, lines 5-20 with the following amended paragraphs:

"As described above, an agent can access the workflow module 122 via the internet using an internet browser to interface with the interactive API 201. To accommodate the ability of an agent to move backwards and forwards through a sequence of web pages using a web browsers back and forward button the process executor 203 will identify out of sequence responses to an interactive node 206. As shown in FIG. 4, this ~~This~~ is achieved by the process executor 203 comparing (402) data received (401) ~~data~~ from the agent with data that the process executor 203 would expect for the current interactive node. If the received data differs the process executor 203 determines(403), for example, by comparison with data expected from other interactive nodes included within the process definition, if the agent data is associated with one of said other interactive nodes.

If the process executor 203 identifies that there is an out of sequence response the process executor 203 will repeat (404) the node associated with the out of sequence response and will compensate (405) the activity nodes from the current activity node back to the repeated node. The compensation of activity

nodes is well known to a person skilled in the art and is described in U.S. Pat. No. 5,870,545."